

ABSTRACT OF THE DISCLOSURE

A system, method and program product for diagnosing, controlling and collecting information from devices. Information regarding events of each one of a plurality of target applications executing in an application unit is collected and formatted into one of multiple data formats for transmission through one of multiple communication protocols at the request of each of the target applications, through an interface. The event information for a particular target application is formatted and transmitted according to a combination of a data format and communication protocol requested by the target application. The formatting of data representing the event information is handled in at least three levels of software classes, with two levels of abstract classes and one concrete software class. The formatting of information to be transmitted through the requested communication protocol is handled in at least three levels of software classes, with one abstract class and two levels of concrete classes. The formatted data is transmitted through, e.g., e-mail or FTP to a predetermined destination or may be saved to local storage, e.g., a local disk. By sharing resources, code duplication is reduced or eliminated.